

The No Complaining Rule Discussion Guide

“Get off the complain train and read this book!”

—KEN BLANCHARD,
author of *The One Minute Manager* and
The One Minute Entrepreneur

The No Complaining Rule



Positive Ways to Deal with
Negativity at Work

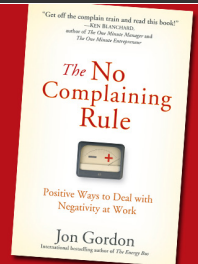
Jon Gordon

International bestselling author of *The Energy Bus*



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Lesson 1

The Cost of Negativity

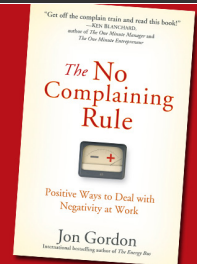
Have a volunteer read the introduction from *The No Complaining Rule*. Then read the cost of negativity on pages 28-29. Now discuss the following questions.

1. What are the causes of EZ Tech's problems? Do you think these are valid?
2. In the story, Hope has become a chronic complainer. Do you think she has good reasons to complain?
3. Is negativity a problem in your business, organization, or career? Why or Why not?
4. Does complaining do any good? Why or Why not?
5. What's the difference between mindless complaining and justified complaining?
6. Do you think Dan was right for giving Hope an ultimatum? Do you think he waited too long?
7. What are some of the business and individual costs associated with negativity?



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Lesson 2

Dealing with Complaining

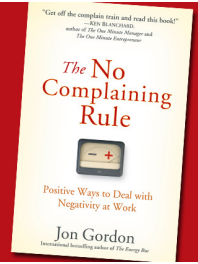
Take the No Complaining Rule assessment on page 133 and watch the No Complaining Rule videos at www.NoComplainingRule.com. Discuss the following questions.

1. Would you describe your life as a drama, comedy, love story or inspirational tale? Why?
2. Who are you most like? Jim? Dan? Or Hope?
3. Have you ever had to deal with a chronic complainer? How did you deal with them?
4. Should people be allowed to complain at work?
5. Should Hope have fired the blogger?
6. Do you think it is feasible to implement *The No Complaining Rule* in your workplace? Why or Why not?
7. Do you think someone like Jim is a good person to have on your team? Why or Why not?
8. Do you think *The No Complaining Rule* would work at home with your family? Will it work with children? 😊



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Lesson 3

Staying Positive

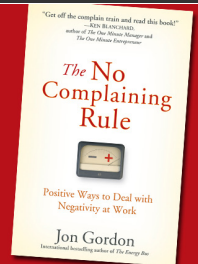
Have a volunteer read the “3 No Complaining Tools” on page 49 and the “5 Things to do Instead of Complain” on page 114. Discuss the following questions.

1. When you are having a bad day or get down how do you turn it round?
2. What does being *positive* mean to you?
3. Do you think you'll try the No Complaining Fast on page 129? Why or Why not?
4. Which is your favorite of the three No Complaining Tools? Which one do you feel will have the biggest impact on you?
5. Regarding the five things to do instead of complain, which habit(s) will you focus on? Which habit(s) will help you most at work?
6. Do you think a positive attitude is necessary to create success? Why or Why not?
7. What did Hope learn in Church on page 90?
8. If Hope would have received bad news from Joyce regarding her test results, how do you think she would have responded?



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Lesson 4

Building a Positive Team

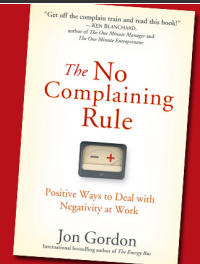
Have a volunteer read pages 76-81. Discuss the following question.

1. Why is creating a positive culture at work so important?
2. What does leadership need to do for *The No Complaining Rule* to work in an organization?
3. What do employees need to do for the No Complaining Rule to work in an organization?
4. What are some of the positive ripple effects of implementing the *No Complaining Rule* in your organization?
5. Do you think this book can improve your team or organizations performance? Why or Why not? Who else needs to read this book?



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Taking Action and Final Thoughts

1. Did this book change your perspective? How?
2. Try the No Complaining Week action plan on page 129.
3. What did you learn from your No Complaining Week?
4. What did you learn about yourself from reading this book?

If you have any questions or suggestions we'd love your feedback.
Email us at info@jongordon.com

See next page for additional tools and resources...

Access No Complaining Rule Tools and Resources at:
www.NoComplainingRule.com



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Books by Jon Gordon

